PTO/SB/08A (10-01)

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(use as many sheets as necessary)

Sheet of

Complete if Known				
Application Number	09/472,910			
Filing Date	December 27, 1999			
First Named Inventor	Michael C.G. Lee			
Art Unit	2642			
Examiner Name	Q.H. Nguyen			
Attorney Docket Number	10628ROUS01U (NORT10-00169)			

			U.S. PATE	ENT DOCUMENTS	class / subclass
Examiner Initials		Document Number Number - Kind Code ² (if known	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
ON,	AA	us- 5,436,967	07/25/1995	Hanson	379/210.01
ON	AB	us- 5,764,746	06/09/1998	Reichelt	379 210.01
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	FOREIGN PATENT DOCUMENTS							
Examiner Initials	Cite No. ¹	Foreign Patent Document Country Code 3 - Number 4 - Kind Code 5 (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	Т6		
DN	AC	EP 0 866 407	09/23/1998	AT&T Corp.				

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Examiner Signature	Duynh H. Ngrusen	Date Considered	1/	124/02	
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Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible.

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(use as many sheets as necessary) Sheet 2 of

Complete if Known				
Application Number	10/320,851			
Filing Date	December 16, 2002			
First Named Inventor	Gregory L. Dean			
Group Art Unit	2817			
Examiner Name	Q.H. Nguyen			
Attorney Docket Number	P05319			

Examiner Initials	Cite No. 1	OTHER PRIOR ART NON PATENT LITERATURE DOCUMENTS Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
QN	AD	Kaufman, Harvey, "Call Centers in Cyberspace," XP-002054723, vol. 34, no. 7, 1 July 1997, pps. 20-21.	
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Signature	aught H. Nguyen	Considered	1 1	~ LU l	0_3
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